



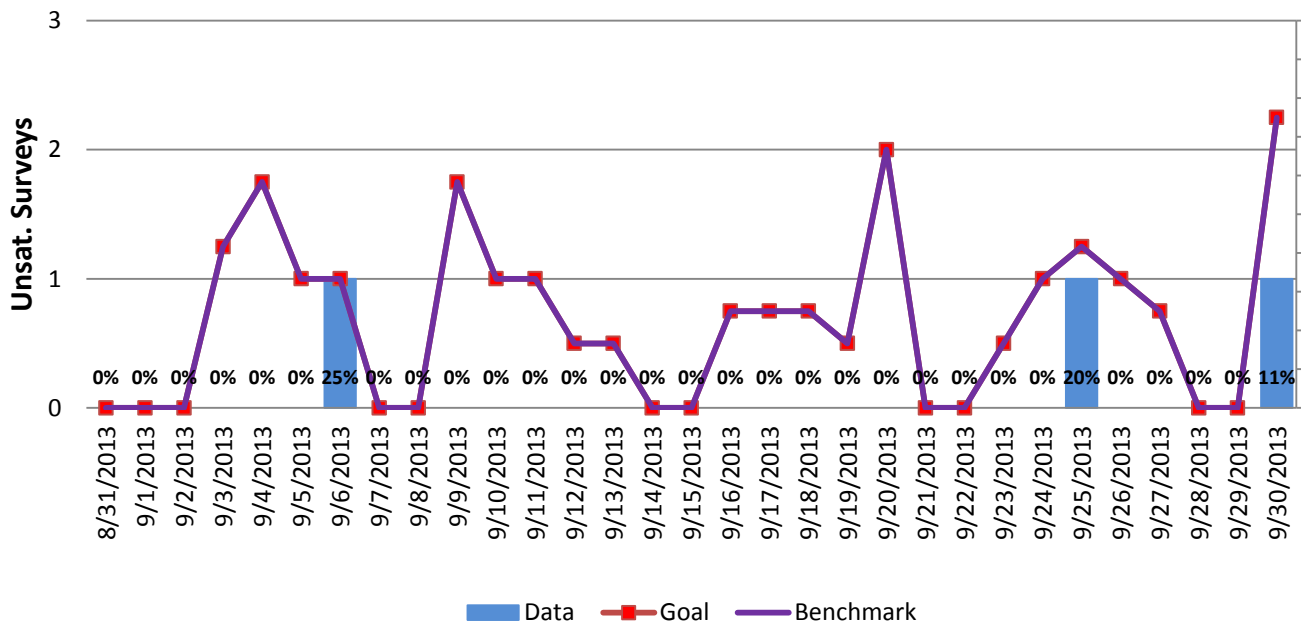
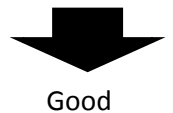
Help Desk Satisfaction - Unsatisfied Survey Evaluations

Information Technology

11/13/2013

Measurement method		Why measure?		What is our goal?	
The number of surveys that were submitted by users that were rated "Unsatisfactory"		Resolution of a request in a satisfactory manner better enables Metro Government employees to service the citizens of Metro Louisville		No more than 25% of Customer Satisfaction surveys are rated unsatisfactory.	
How are we doing?					
Aug31-Sep30 Monthly Goal	Aug31-Sep30 Monthly Total		Sep30 Goal	Sep30 Actual	
21	3		2	1	
Unsat. Surveys	Unsat. Surveys		Unsat. Surveys	Unsat. Surveys	
			Performance Stoplight Key		
			Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data		

Help Desk Satisfaction - Unsatisfied Survey Evaluations



LOUISVILLE METRO
OFFICE OF
PERFORMANCE
IMPROVEMENT

